SafetyNet Support Packages

Trapeze Networks™ offers product support options beyond the initial limited product warranty in one, three, or five year contracts.

System Support
-Extended hardware warranty replacement
-AHR (Advance Hardware Shipping Ship) by next business day in most regions
-Software subscription (major, minor and maintenance software releases)
-Technical support assistance

MP Support
-Extended hardware warranty replacement on MP's and MP power supplies only
-AHR (Advance Hardware Shipping Ship) by next business day in most regions
-This package is intended for customers who choose to not purchase and stock local spares

SafetyNet Program Administration

Trapeze Networks administers the support packages through two support programs – the *Customer Support Program* and the *Partner Support Program*.

Customer Support Program (CSP)
- Trapeze Networks sells the support packages directly to end customers or through partners
- End-customers call Trapeze Networks for warranty or support

Partner Support Program (PSP)
- Trapeze Networks channel partners sell and renews support packages directly to end customers
- End-customers call channel partners for warranty or support

SafetyNet Support Package Comparison

	Initial Warranty	**System Support** **SNS-SP-101/103/105**	**MP Support** **SNS-SP-401/403/405**
Hardware Replacement	Yes, 1 year from product shipment date from Trapeze Networks for all products except certain MP's covered by a lifetime warranty. See limited warranty for details.	Yes, for duration of support contract Advance Hardware Replacement	Yes, for duration of support contract; Advance Hardware Replacement
Advance Hardware Replacement	No, repair/replacement shipment is within 14 calendar days from receipt of the failed unit	Yes, next-business-day advance hardware replacement *(see note 1)*	Yes, next-business-day advance hardware replacement *(see note 1)*
Software Subscription	No, 90-day software warranty from product shipment date from Trapeze Networks. Provides software maintenance updates during warranty period	Yes, *(see note 2)*	NA
Phone Support	Limited, Available during local support center business hours Support only for hardware replacement and 90-day software maintenance updates	Yes, Available during local support center business hours 24x7 page-out support, for after hours Severity 1 issues *(see note 3)*	NA
Support Portal Access	No	Yes	NA
Email Support	Limited, Available during local support center business hours Support only for hardware replacement and 90-day software maintenance updates	Yes, Available during local support center business hours *(see note 3)*	NA

Notes

Note 1	Certain countries may have delays in shipping. Advance shipment times may vary based on quantities. Requests must be received by 1 p.m., local service center time, to be shipped next business day. Shipments only made during weekdays, excluding local service center holidays
Note 2	Certain licensed features may not be included.
Note 3	For PSP (Partner Support Program) end-customers - Support hours and response times are defined by channel partners

Definitions

Software Subscription	Includes major, minor, maintenance software updates (unless treated as a new product by Trapeze Networks, for which there will be a separate charge)
Support Portal Access	Includes access to online trouble ticket system, and knowledge base, and product documentation
Severity 1	The network is “down” or there is a critical impact to your business operations.
Severity 2	Operational performance of your network is impaired while most business operations remain functional.
Severity 3	You require information or assistance with installation and configuration. There is no effect on your business operations.
Severity 4	You require information on product capabilities or operation. There is no effect on your business operations.

Per-Event Services

Hardware Replacement	Full product list price – For product replacement on products that are out-of-warranty and have no SafetyNet support contract.
On-Site Support	A professional service - Per-hour pricing model, plus travel and expenses

For more information about Trapeze Networks SafetyNet support packages, contact us at services@trapezenetworks.com

©2009 Trapeze Networks, a Belden Brand